

Summer, 2003

County Fare

COUNTY MAYOR CLAUDE RAMSEY NAMED 'MANAGER OF THE YEAR'



Our very own Claude was recently named the Chattanooga Area *Manager of the Year* by the Chattanooga Area Chamber of Commerce. The awards program is the largest local awards program in the nation. In conjunction with Management Week in America, the award is presented annually to an executive whose management skills have pro-

foundly influenced the outstanding performance of a key element of American business, industry, governmental, or non-profit activity.

The following is an excerpt about Claude's service:

In his ninth year as County Executive, Claude Ramsey plays a pivotal role in the economic progress of this community. As a manager and leader, Mr. Ramsey's career is distinguished by his openness and availability to both the business community and public at-large. He has been honored with numerous awards and offices that reflect his dedication to the highest standards of conduct. As a Republican and fiscal conservative, Claude Ramsey encourages progress in our community through responsible investment in the growth of the private sector.

His administration actively promotes business and industrial development. Claude Ramsey was successful in securing over \$2.8 million in grant funds for expansion of local industries. These funds helped leverage over \$264 million in private investments and helped create over 2,000 new jobs. In partnership with the City of Chattanooga, Claude Ramsey was a driving force for the transfer of the 1200-acre Enterprise South Industrial Park property from the U.S. Army. When operational, the park will generate over 8,000 new jobs with a payroll exceeding \$240 million a year.

Mr. Ramsey secured federal funding for the new Center for Entrepreneurial Growth that will assist entrepreneurs develop new businesses that feature advanced technology. This innovative program is the result of Claude's goal of creating more technology-based jobs in our community and helping Chattanooga realize a greater role in the Tennessee Valley Technology Corridor. In recognition of his leadership in Economic Development, Congressman Zach Wamp stated, "Claude Ramsey goes about his job quietly and with determination. When it comes to Economic Development, Claude gets things done."

During his term as Hamilton County Executive, the County received its first bond rating increase in 27 years, moving to a Moody rating of Aa1. Only one other county out of 95 in Tennessee has such a high financial rating. Claude instituted a new performance-based personnel evaluation system and a new Leadership Excellence management-training program for employees.

Claude Ramsey is very active in a variety of roles in the community. He has served on the boards of numerous agencies including the Orange Grove Center, Chattanooga Neighborhood Enterprise, the RiverCity Company, and the United Way. He served on the Board of Trustees at Erlanger Medical Center and was Chairman of the Board of Associates at Chattanooga State Technical Community College.

He exemplifies the spirit of individual achievement. Throughout his career, Claude has advanced into positions of growing responsibility. He has succeeded in his efforts through hard work and persistence in pursuit of his goals. As an individual, Mr. Ramsey has demonstrated over and over again the qualities that merit recognition as Chattanooga Manager of the Year.

Claude Ramsey is married to Jan Fizer Ramsey. His children are Rich Balthrop and Stacy Schorr. The Ramseys have four grandchildren. Claude is a member of Bay-

FOCUS on the FINEST Winners

The first round of quarterly FOCUS on the FINEST winners were recognized before the Hamilton County Board of Commissioners on Wednesday, May 21st. Many had family and co-workers present for the occasion. The MVP winners were given a beautiful acrylic star with their names engraved.

MVP Award: The MVP Award is given to individuals who have demonstrated exceptional service or performance in their workplace. Quarterly winners will automatically be nominated for the annual MVP award.



Nettie Gerstle – Program Manager/Support Services – Health Department

Nettie was nominated by co-worker, Tina Stephens, for her diligence toward the development of the Quality Management Program. Under her direction, the program has continued to grow and ensures the continued quality of programs and services offered by the Health Department to the citizens of Hamilton County.



Lewie Goins - Heavy Equipment Operator - Highway Department

Lewie was nominated for this award by a group of his co-workers because of his resourcefulness and reliability. With 39 years experience and service to Hamilton County, Lewie always seeks ways to improve efficiency and the efforts of his team.



Patricia Hilton - Homeless Clinic – Health Department

Pattie was nominated by co-worker, Marta Monzon, for the dedication and extra attention she gives to her clients in the Homeless Health Clinic. Pattie recently participated in the national "Locks of Love" program by voluntarily donating her own long hair so that it might be made into wigs for patients undergoing chemo-therapy.



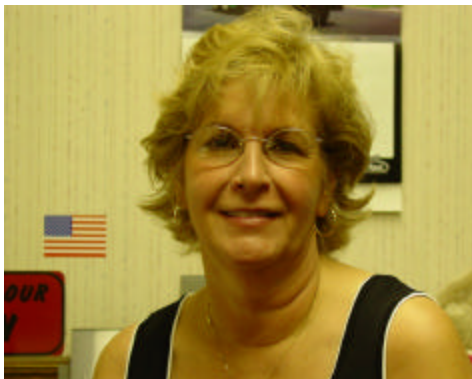
Mike Kjeldgaard - Microcomputer Specialist – IT Services

Mike was nominated by his co-workers for his outstanding devotion to his responsibilities and his resourcefulness in getting the job done right. Mike is a key provider of technical service for Hamilton County's computer systems users.



Brenda McJunkin – Account Clerk – Corrections Department

Brenda was nominated by her supervisor, Tommy Wright, for her meticulous attention to detail in scrutinizing all medical accounts at Silverdale. From July 2002-January 2003, she saved the county over \$35,000 in erroneous charges incorrectly billed to Hamilton County.



Barbara Mills - Dispatcher/Account Clerk – Highway Department

Barbara was nominated by her supervisors for her resourcefulness in coordinating the work between Hamilton County and other road construction agencies. Her diligence in gathering and providing information to the correct sources greatly reduces crew downtime and liability.



Roy Millsaps - Emergency Response – Health Department

Roy was nominated by his supervisor, Randall Ricketts, for his service above and beyond what is asked of him on a daily basis. . His responsibilities frequently require that he work all hours to maintain the quality of the work environment.



Sheilah Rivers - T.B. Clinic – Health Department

Sheilah was nominated by co-worker, Palmira Henderson, for the exceptional level of care that she provides to her patients in the TB Clinic. Sheilah is always willing to go the extra mile in making sure that her patients are cared for completely and in a timely manner.



Anne Runyan - Training Specialist – Personnel Department

Anne was nominated by one of her peers, Robin Tilley, for her energy and foresight in helping with the county's Campaign for Leadership Excellence Program. Anne coordinates this on-going program that provides management training for 200 county employees.



Jennifer Sentell - Audit Clerk – Auditing Department

Jennifer was nominated by her supervisor, Jenneth Randall, for her careful attention to the Auditing Departments' review of the area's hotel/motel audits. Jennifer has gone over and above her job responsibilities as Audit Clerk to assist the Trustee's Office and Information Technology Services in accurately completing their tasks.



Indu Thaker - Project Engineer – Public Works Department

Indu was nominated by co-worker, Gary Patterson, for his diligence in overseeing the environmental concerns of most Hamilton County projects. When an underground petroleum seepage occurred at Chester Frost Park, his attention to detail and proactive efforts with the State of Tennessee saved the county several hundred thousand dollars in cleanup costs.



**Quarterly Safety Award: Ray Wilson – Micrographics Supervisor
Auditing Department**

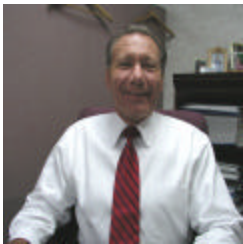
Ray was nominated by Vonnie Harvey, one of his employees, for his role in enhancing safe work procedures in the county's microfilm warehouse.

Civic Achievement Recognition: Carl Waddell

Heavy Equipment Operator – Public Works Department (has since retired)

Carl was recommended for recognition by his supervisor, Ben Wilson. Carl is instrumental in fundraising events for both the Birchwood Community Seniors Club and the Snow Hill Youth Association. He volunteers his musical talents and his time to coordinate and promote several events each year.

Civic Achievement Recognition: Billy Ward – Audit Clerk – Auditing Department



Billy was nominated by his supervisor, Lee Brouner, for his outstanding civic service to the Red Bank High School. Because of his outstanding volunteer fundraising efforts toward building a new weight room, he was recently selected as a Hall of Fame member of that school, which is also his alma mater.

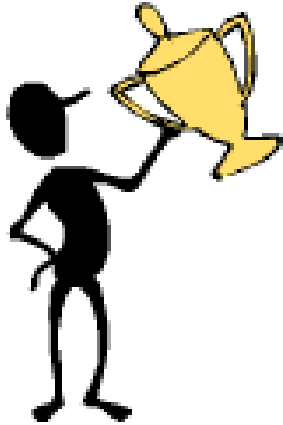
**Professional Association Leadership Recognition: Todd Leamon – Project Designer
Public Works**



Todd was nominated by co-worker, Chuck Teasley, for his leadership in the American Society of Civil Engineers, ASCE. He has held an office in the organization for the past four years and is presently serving as President of that organization.

Congratulations!
Keep up the
GREAT Work!

HAMILTON COUNTY WINS SIX NATIONAL AWARDS FOR EXCELLENCE



County Mayor Claude Ramsey recently announced that Hamilton County has received five (5) national awards for excellence from NACo, National Association of Counties. He recognized and congratulated those staff responsible for these programs before an agenda session of the Hamilton County Board of Commissioners.



- **Fun and Learning Field Trip Program – Recreation Department**

This program was designed to provide Hamilton County Schools with a field trip opportunity integrating traditional fun and experiential environmental education. Both Chester Frost Park and the Tennessee Riverpark became classrooms where recreation staff led participants in adventures involving insects, trees, ecology, and nature. An estimated 425 students participated in the program in grades K-8.

- **Camp Dallas Summer Day Camp – Recreation Department**

This summer program was designed to provide Hamilton County parents with an alternative to traditional daycare for their school age children during the summer break. The program was structured to provide all the fun children could wish for cleverly intermingled with some environmental and cultural education. The camp is currently underway again this year with an average attendance of 60 children between the ages of 6-12 at Chester Frost Park.

- **Reality Check – Health Department**

This program was a series of radio soap opera style PSA's produced by local teens designed to warn African American teens about AIDS, STDs, and unplanned pregnancy. During October to December 2002, these radio messages were aired to promote sexual abstinence and safe sex practices.

- **Mosquito and West Nile Virus Surveillance, Prevention and Control Program – Health Department**

This program was implemented in response to the approach of the West Nile Virus towards the southern states since its first appearance in New York in 1999. The objective of the program is to educate the public about the virus and to enlist their support in reporting possible WNV cases through an extensive mapping and tracking procedure.

- **Parole Hearing Video Conferencing – District Attorney General's Office**

District Attorney General Bill Cox established this innovative video conferencing system which links his office in Chattanooga to state prisons across the state, allowing victims of crime to testify without having to travel. In addition to saving time and money, this arrangement lets the victims of crime personally appear without having to be searched and then be confined with convicted felons. It also relieves prison officials of additional security issues and provides parole officials with input from victims who would not otherwise appear.

- **Business Tax Wizard – Hamilton County Clerk's Office**

The Business Tax Wizard was created to simplify and expedite tax payer filings. The Business Tax Wizard is a self-paced computerized interview process that leads filers through a series of fill-in-the-blank questions that invisibly fill in the blanks for the tax payer. The result is a more accurate filing and less worry for the user.

County Mayor Claude Ramsey says, "Recognitions and awards such as these are not a surprise to me; I know that we are making progress. I am excited that they offer us a great opportunity to tell our citizens how hard we are working to improve our services every single day."

NEW LUNCH OPTION AT TENNESSEE RIVERPARK—OUT OF THE BLUE



The OUT of the BLUE Bakery Café and Kite Store has just opened its second location in Chattanooga at the Fry Center at the Tennessee Riverpark. This locally owned and operated restaurant offers a truly vast menu of homemade selections including sandwiches, salads, soups, quiches, wraps, ice cream, and baked goods. (I can personally vouch for their chicken salad; it's fantastic!) They also have a wide breakfast selection. They are open seven days a week from 10:00am till 8:00 pm. It's a great picnic or quick lunch option!

For more information, call them at 698-4839.

Be A Part of the County Fair

Put your money where your mouth is and enter the County Fair Home-Centered Events competition. Categories are vast and include canned foods, baked goods, sewn items, flower arrangements, and more. There are divisions for children and adults.

AND YOU COULD WIN \$1,000 CASH!

All participants will be eligible to win a \$1,000 cash prize. The drawing for this prize will be held on Sunday at 3 pm. Call Maureen Davis at 842-6748 for more information.

The BEST
of both
worlds

Sept. 27 - 28
Chester Frost Park

209-6030 or www.HamiltonTN.gov/fair

CHESTER FROST PARK—LOTS TO OFFER



Whether its camping, boating, fishing, or just lying in the sun, Chester Frost Park has some of the best facilities in our area. Located just off Hixson Pike, about 5 miles north of Northgate Mall, the park is great for picnics and day trips. The park is also home to an award winning summer day camp for children ages 6–12.



TWO CUSTOMER SERVICE EVALUATION COMMITTEES FORMED

Earlier this year two committees were formed with the goal of evaluating and improving customer service within the county. The Customer Service Task Force was assigned the task of evaluating and improving service to our external customers (the public) and internal service (our co-workers). The Internal Process Committee was assigned the task of evaluating and improving internal processes such as the hiring and firing process, several finance processes, and how to expedite the distribution of information to the people who need it most.

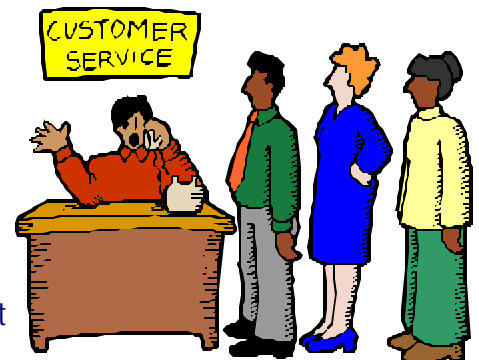
These goals are already being met by both committees. The Customer Service Task Force has established a training program for all county employees that is set to begin in the fall of this year. The focus will be on external customer service explaining the proper way to answer a phone and greet a customer coming in the front door or in the field. Every person will be able to benefit from this training and use it in every day situations. There will also be technical training to explain how to use the many functions of the county's phone system and how to use the county's Intranet and Internet to facilitate good customer service.

The Internal Process Committee has made it possible to see which resolutions were approved by the Commission by looking at the Commission Agenda as it is posted on the Internet. This information should be available the day after the resolutions are approved. Other improvements to internal processes to make them simpler and faster are being considered.

Both of these committees are ongoing and are open to any suggestions you may have for improving functions within the county.

To contact the Customer Service Task Force, call Alan Knowles at 209-6488.

To contact the Internal Process Committee, call Ron Priddy at 842-0177.



Profile: Fran Dzik

Fran Dzik has faced many challenges since the day she took over as Administrator of Elections at the Hamilton County Election Commission in May 2002. She has weathered several political storms while striving to make improvements to the Election Commission and its processes. She has done this by upgrading and automating computer systems and bringing election procedures up to state code. Those struggles were nothing, though, compared to the challenge of getting her Election Administrator Certification from the state this year. Fran began studying for the certification exam in November 2002 and passed the exam in April 2003. The exam covered all state election laws from Sales Tax and Lottery to Redistricting. The certification lends credibility to the Election Commission, as well as recognition of Fran by the State Election Office. Fran says that all of these challenges will be worthwhile if voters have renewed confidence in the legality of elections being conducted in Hamilton County.

Fran wants you to know:

*One vote, YOUR vote **matters!**

*Being registered to vote does NOT mean you are automatically put into the Jury Pool. Being registered to vote AND licensed to drive, AND then being randomly chosen by a computer program puts you into the jury pool. Please register to vote, then VOTE.

GET INVOLVED LOCALLY

Did you know that voting in LOCAL elections has more impact on your everyday life than National elections? It's true. Your LOCAL politicians and representatives impact your everyday life a lot more than the President of the United States does. For example, your local representative makes decisions about how much sales tax you will pay on food and clothing. The President doesn't do that. The County Commissioners make decisions about how much money your local schools receive. The President doesn't do that either. How can you get involved? Write to your local representatives and tell them how you feel about issues within your community. Get to know all of the candidates running for office so you can make an informed decision. VOTE in EVERY election. Go to the following websites and get to know about local elections coming up and how you can write to your local representatives. Make a difference. Get involved.

TN General Assembly: <http://www.legislature.state.tn.us/>

Hamilton County Election Commission: <http://Elect.HamiltonTN.gov>

Tennessee to be a Major Player in the Presidential Primaries for 2004 elections

What does this mean for you? On February 10, 2004, Hamilton County voters will be among the first voters in the country to cast a vote in the Presidential Primaries. This will have a significant impact on the importance of Tennessee in Presidential politics. You will be seeing more public appearances here by the candidates. Their campaign visits also bring a financial gain to Tennessee, and Hamilton County from their advertising dollars, staffing offices, and campaign travel. In addition, Tennessee's will have more influence in who the candidates for President will be. This is a great opportunity to put Tennessee on the political map!

What can you do to help? Get involved. Call the Election Commission at 209-7720 to volunteer.



The Meth Drug Problem: How You Can Help

What is methamphetamine?

There is a new drug menace in your neighborhood. It's called methamphetamine (or Meth), an illegal and very addictive drug. It is made in illegal laboratories hurriedly set up in bathrooms, basements, garages and many other places in and around a residence. Many neighborhoods just like yours have already seen these makeshift laboratories. An explosion in one neighborhood filled the air with toxic chemicals.

How is methamphetamine made?

Methamphetamine is made with common household products sold in stores throughout your city.

Are these household products dangerous?

Used as designed, these household products are generally safe. Mixed together, as they are to make methamphetamine, they can become explosive and/or give off toxic fumes that attack mucous membranes, skin, eyes, and the respiratory tract. They can even kill. Innocent people, including children, have died when methamphetamine labs have blown up.

What can I do?

There are certain things that you as a private citizen can do to help stop methamphetamine manufacturing in your neighborhood. Drug dealers and methamphetamine manufacturers have common habits, which are easily observed by the average citizen.

Below are listed some of these common habits. Alone, any of these activities or signs may not mean that drug dealing or methamphetamine manufacturing is occurring. However, some or several of them happening together may indicate a problem.

- Frequent visitors at all times of the day or night
- Frequent late night activity
- Windows blackened out or curtains always drawn.
- Visitors with expensive looking cars
- Unemployed, yet drive expensive cars
- Seem to have plenty of money. Pay bills with cash.
- Unfriendly, appear secretive about their activities.
- Watch cars suspiciously when they pass by.
- Paranoid or odd behavior or extensive security
- Coming outside to smoke cigarettes
- Chemical odors coming from their house, garage or detached buildings
- Garbage frequently has numerous bottles and containers such as those shown in this brochure.
- Setting out their garbage in another neighbor's collection area

If you recognize any of these, please contact your local police or sheriff's department or **1-866-RID-METH**. For more information on the Meth Problem and general information on street drugs, go to this website:

<http://www.streetdrugs.org>

***This information was obtained from a Publishers Group brochure.*

UNSOLVED MYSTERIES: Never too late . . .



The woman's body was tiny.

Discovered January 22, 1998 in an illegal dump alongside Old Hunter Road by members of a county highway crew, the murdered woman probably had been there since the previous September, investigators believe. She had been hogtied with yellow nylon rope and probably run over with a car or truck. Her remains were placed in a black garbage bag, but that didn't prevent scavenging animals from finding the body and scattering her bones through the dumpsite.

Alive, the woman had stood about 63 inches tall and weighed about 100 pounds. She was probably in her late 30s or early 40s. Her naturally dark hair had been dyed a lighter color, and her size 4 jeans were an Italian brand called *Kisso*. Her teeth showed extensive dental repairs, and she wore an unusual 18 carat gold bracelet and pierced earrings.

Who was she?

Detective Chris Chambers of the criminal investigation division of the Hamilton County Sheriff's Department and his fellow investigators still don't know her name or why she was killed and dumped here, however they continue to seek and follow every possible lead.

Descriptions of the woman and the jewelry she was wearing have been circulated to local, state, federal and international law enforcement agencies. A composite drawing showing her probable appearance has been widely circulated and shown on TV "cold case" shows. Her dental work has been compared to that of missing women from across the nation.

So far, nothing has matched, but detectives are still searching for clues, still looking for the break that will finally allow them to solve the case.

"Once we find out who she is, we can begin tracing her associates and tracking her activities," Chambers said. "It will give us a real place to start in looking for her killer."

Anyone who thinks they may know the dead woman is asked to contact the criminal investigations division by calling 209-8940.



CORRECTIONS STUDY DUE LATE THIS MONTH

Hamilton County criminal court, law enforcement, and corrections officials are tackling the problem of chronic overcrowding at both Silverdale Workhouse and the county jail.

Officials are working with Carter Goble Associates, consultants selected by county commissioners, to devise a master plan for alleviating overcrowding at both corrections facilities. The study, authorized in February, was scheduled to be completed in 120 days.

We want to study the entire process from the time a person is arrested all the way through sentencing and possibly probation," said Barbara Payne, Director of Hamilton County Corrections. "That way we can look at all the factors that work together to cause overcrowding instead of just one or two pieces of the puzzle."

"Under Tennessee Corrections Institute guidelines, Hamilton County Jail is authorized to hold 490 prisoners but frequently houses more than 650", Ms. Payne noted.

Likewise, the women's facility at Silverdale sometimes has held as many as 180 female inmates – far more than the 128 authorized prisoners.

Carter Goble, which is recognized for its expertise in corrections planning, has created master plans aimed at eliminating overcrowding and related problems for numerous clients including the state of Alabama.

Hamilton County's master plan is expected to incorporate a variety of strategies, including the utilization of punishments other than incarceration for non-violent offenders.

Commissioners said they hope the study can help the county solve the overcrowding problem without building new corrections facilities. "All of us are in agreement that we can't build our way out of this," Commissioner Larry Henry said at the time the study was authorized.



JUDGE SHATTUCK HITS THE HOOPS



Playing ball to stay in shape is one thing. Playing ball to win a national championship is another. This basketball team of 65-70 year olds recently competed in the bi-annual national competition at Virginia Beach, VA, at the National Senior Olympics.

Judge Clarence Shattuck and eight or nine of his closest friends take their game on the road every year to the Senior Games and Senior Olympics Basketball Competition. Judge Shattuck says that after years of playing competitive racquetball, he was asked by one of his buddies to join their basketball team. That was four years ago and now the guys get together to play at least once a week, usually twice.



Senior Games is the name of Tennessee's program. There are competitions for almost any sport you can name for age groups from 50 and beyond. Athletes compete each year in May for a bid to the bi-annual national Senior Olympics.

Judge Shattuck says it's a lot of fun, and he would encourage everyone to get involved. He and his team are gearing up now for the state competition set for late July in Clarksville, TN. Find out more about the Senior Games at Senior Neighbors.

SUMMERTIME CLUES: STAY COOL, STAY COVERED, STAY HYDRATED

Summertime, and the living is easy . . . but it may not stay that way if you don't take care of yourself during these hot, busy days.

Follow these tips (and make sure your family follows them too) to stay cool and healthy:



*Drink plenty of water so you don't get dehydrated.

*Wear sunscreen to avoid painful sun burns now and potential health problems later.

*Wear light, loose-fitting clothing to help you stay cool.

*Protect your eyes from the sun by wearing sunglasses.

*Stock up on insect repellant to help avoid bites and stings, and baking soda or medications to stop the itching in case you forget to use the repellant or run into some poison ivy.

Also, while you're at it, don't forget to sign up for Hamilton County's "Count on Me!" program, and start winning points by taking steps to improve your cardiovascular health. The more points you accumulate, the more prizes and incentives you can win.

"Count on Me!" gets its name from the fact that everyone has someone who is counting on them: a child, a grandchild, a spouse ... someone.

The campaign's theme, "Heart Health is a Numbers Game," emphasizes that the key to heart health is all about numbers. These numbers are vital in helping reduce the risk of cardiovascular disease. Actions such as smoking "0" cigarettes a day, eating "5" fruits and vegetables a day and doing a physical activity "30" minutes a day all help you in your battle against cardiovascular disease.

To enroll in the "Count on Me!" campaign or to obtain more information on the program, contact Brenda Martin at the Chattanooga-Hamilton County Health Department by e-mail or by calling



209-8242

"Bowling, bowling, bowling, Keep those balls a rolling ..."

By Anne Runyan



This really was a song I wrote. However, right now I want to introduce you to the ITS Department's 300 game bowler, Mickey Henshaw.



Mickey's dad was a bowler and taught him to bowl at the ripe old age of five, and he has been bowling ever since. He bowled for fun with his Dad and friends until 1979 when he joined a league. He still bowls for fun; however, it's more fun when you do well.

For those of you that are not bowlers, a 300 game in bowling is a perfect game. That means that you had 12 strikes in a row (a strike means that all 10 pins fell down with one ball.)

Mickey is a little reticent to talk about himself, and I had to almost pull teeth to get information out of him. He said that last year he had a spare and then 11 strikes in a row for a 290. He really felt good that night and just knew he would have his first 300 game. It just wasn't his time.

On the night in January of 2003 that he got his 300 game, he wasn't nervous or anything. He said he thought he could make it all the way; however he knew that at anytime the mind could drift and the ball with it. Everything was just clicking along. After he threw the last ball the entire bowling center came by for a high five or, in my case, a hug with hopes that his luck would rub off on the rest of us.

I guess you have come to the conclusion that it didn't rub off on me. My high game is a 268 and if I ever have a 300 you will probably have to bury me when I die from shock.

Washing Your Car The RIGHT Way

You'll need a steady supply of water, a soft and dirt-free cloth (or a wash mitt, terry towel or soft-bristle brush) and—last but not least—you'll need a proper car wash soap.

Don't make the mistake of using dishwashing soap or a household cleaner on your car—they contain harsh detergents that can strip wax and damage paint. Get the good stuff at your local auto supply store—it's worth it.

If at all possible, park your vehicle in a shaded location before getting started. Washing your car in the sun can cause some surfaces to dry faster than you may want them to, leaving residue and unwanted streaks.

Basic guidelines to bear in mind:



- ⇒ First rinse the entire car with water to remove loose dirt.
- ⇒ Wash and rinse one section at a time—working from top to bottom—to prevent a section from drying too quickly and leaving deposits or residue.
- ⇒ Rub the car surface gently to loosen dirt. Aggressive rubbing can grind dirt right into the finish, leaving scratches and swirls.
- ⇒ Be sure to rinse the wash mitt or sponge often to prevent accumulated dirt from scratching the paint.
- ⇒ Use plenty of rinse water to carry away the dirt.

After the final rinse, wipe the excess water from the vehicle surface to prevent water spotting. A soft terry cloth towel or a high-quality chamois are recommended. Keep the towel or chamois clean to help prevent scratching, and wipe the vehicle lightly to soak up water without abrading the surface.

HAMILTON COUNTY EMERGENCY SERVICES

Floods In Chattanooga Declared a Disaster

On May 6, 2003, Chattanooga residents experienced severe devastation to their property due to the significant amounts of rain that covered the city. The President of the United States declared Hamilton County and several counties in East Tennessee disaster areas.

Federal Emergency Management Agency (FEMA) arrived the following week to help those flood victims get back on their feet. Thanks to all the Emergency Services Personnel who showed great teamwork, patience and dedication during this disastrous event.

**Aerial photos shot on May 8, 2003 by
Don Allen,**

Director of Emergency Services



**Aerial view of Brainerd Road
(Hooters & Gooney Golf on Right)**



Aerial view of Highway 153



HAMILTON COUNTY EMERGENCY OPERATIONS CENTER

Throughout the United States, disasters occur each year that require the commitment of numerous local resources from any one or more local, state or private sector relief agencies. It would be impossible to coordinate the efforts of all of these organizations if there was not a centralized location for representatives of these organizations to meet, discuss and coordinate their emergency responsibilities.

The Emergency Operations Center (EOC) provides a central point of coordination for Hamilton County Emergency Management staff, as well as the Emergency Services Coordinators and support personnel from all local emergency agen-

cies. The EOC ensures maximum control and coordination of local emergency response agencies during emergencies; it is essential to have a central location from which command and control decisions can be made.

The EOC is located in the 9-1-1 Communications Center at 3300 Amnicola Highway, Chattanooga, Tennessee. The facility has 1,000 square feet of floor space and is equipped with emergency power generators, a seven-day supply of fuel, water supply, sanitary facilities, kitchen, sleeping quarters, and a wide array of communications equipment.

Looking inside the EOC...



HAMILTON COUNTY'S HOMELAND SECURITY PLAN AND GRANT PROJECTS

Since September 11, 2001, billions of dollars have been allocated to local governments to help boost disaster prevention and preparedness. Within the last 3 years, Hamilton County has received \$875,000 of federal grant money for new disaster response equipment such as detection equipment, decontamination equipment for responders, and some specialized communications equipment (i.e. radios to be worn in level A hazardous material suits). Hamilton County purchased 800 megahertz radio equipment for all County fire department and three rescue units, which will allow the agencies to have interoperability on common radio frequencies. The grant funds also benefited the Emergency Operations Center by upgrading and expanding computers, internet services, projectors, and sound system equipment.

This year, Hamilton County purchased personal protective equipment for all County Law Enforcement agencies.

How will this benefit the citizens of Hamilton County?

According to Chief Bill Tittle, Emergency Management, "Hamilton County Emergency Services has had extensive training for Fire, EMS, Law Enforcement, Rescue squads, local hospitals and the Health Department. We have had extensive training opportunities for the municipalities on responding to an active terrorist event. We have acquired a lot of equipment that helps us respond to an active terrorist call, whether it is chemical, biological, nuclear or explosive." Tittle goes on to say, "We have significantly enhanced our communication capabilities (i.e. radios and upgrading the EOC). Hamilton County has been well prepared

to meet most emergencies prior to emphasis of Weapons of Mass Destruction or Terrorism."



MOTHER RECOGNIZES MEDICS FOR SAVING SON'S LIFE

On June 11, 2003, the mother of Taylor Stewart, a young man critically injured in a car accident this spring thanked 3 Hamilton County paramedics who helped save his life. "We wanted to thank Roger (McDiffitt), Lanette (Stratton) and Billy (Blea) here and we wanted to thank the firefighters with Red Bank," said Vicki McGinnis, Mr. Stewart's mother, at a news conference at Medic 6's quarters. The paramedics said they answer about 800 calls a year and rarely get a show of public gratitude. "It's one of those rare things that gives us a reason to keep doing this," said Mr. McDiffitt, a 20-year veteran of emergency response.

Mr. Stewart, 19, was headed back to his parents' home about 7:30 a.m. on Sunday, April 27, 2003, when he lost control of his Honda Accord on McCahill Road and struck a tree head-on. Mr. McDiffitt, 47, said it was one of the worst wrecks he had seen in his career. The

car's passenger compartment had been deformed by the impact. Mr. Stewart was unconscious, and his legs were pinned beneath him. It took paramedics and firefighters about 6 minutes to get Mr. Stewart out of the car and another 6 minutes before he was given first aid and was on his way to the hospital, officials said. Mr. Stewart, who



said he has no memory of the accident, was unconscious in the hospital for 4 days. "I had to ask people what I had gone through," said Mr. Stewart, a former member of the state champion Red Bank football team and now a freshman at Chattanooga State Technical Community College. "I'm just glad the paramedics worked fast, oth-



erwise I would probably be dead." Hamilton County EMS has 104 employees who answer about 24,000 9-1-1 calls a year, officials said. Mr. McDiffitt, a former surface miner, said he started his emergency medical career in Wyoming before moving to Denver. He has been in Chattanooga for 7 years. "I started in this business because a 3-year-old boy, my oldest son's best friend, drowned, and I couldn't do anything about it," he said. Ms. Stratton, a 44 year old native of Missouri, came to emergency medicine after stints as a waitress, working for a dealership and as a cook at a middle school. As a single mother, she worked in jobs where she could spend time with her children, she said. When they got older, she saw an opportunity to pursue a career as a paramedic. Ms. Stratton said the visit by Mr. Stewart and his mother to thank her and Mr. McDiffitt was special. "It makes you feel good, and we are glad to help. I just know that there were bigger hands that were guiding me during that call"